
txp
Technology
X People

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G-CLOUD 15 SERVICE DEFINITION

User Experience and user Interface (UX/UI) Design

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USER EXPERIENCE AND USER INTERFACE (UX/UI) DESIGN

The key aim of TXP UX/UI offering is to engage and delight users of cloud-based services, and optimised user interfaces.

Through user research and a focus on gathering a full understanding of organisational needs, resultant deliverables:

- Improve end-user satisfaction
- Differentiate your online presence
- Increases brand awareness and adoption
- Enhance your reputation

This service, delivered by highly experienced cloud consultants and UX/UI designers, aligns with GDS standards and best practise, and provides mentoring and knowledge transfer to the organisation's staff.

Service Coverage:

- User needs conversion into user journeys
- Persona creation
- User journey optimisation
- KPI adherence and measuring
- User research (usability engineering)
- Rapid and iterative prototyping
- Responsive interface design
- Use of HTML and CSS
- Agile framework understanding
- Collaborative approach
- Leadership and guidance
- Digital and end-to-end service mindset
- High level service mapping
- Low and high fidelity wireframing

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FEATURES & BENEFITS

Features

- Highly experienced UX/UI designers with a deep understanding of public sector products/services
- Service Design
- Brand development to increase awareness and adoption
- Produce UI design standards
- Design-led user experience
- High and Low fidelity wireframing
- Multi-platform designs
- User research and analysis
- Full lifecycle support from design to implementation
- Embedding, adopting, implementing and executing Agile framework
- Experience of working within the GDS framework

Benefits

- Optimised User Interface based on user research and organisational needs
- Improvement in customer/user satisfaction
- Enables differentiation of online presence, enhancing reputation and improving the ROI
- Improvements within development function through increased internal adoption
- Enables incremental delivery and value realisation
- Provide mentoring and knowledge transfer to client staff
- User Experience design aligned to best practice and existing standards
- Persona and User Journey maps to visualise user research outputs
- Promotes a culture of inclusivity and recognition of user needs within the frames of business objectives

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



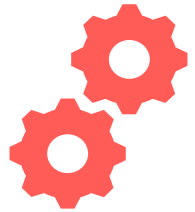
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

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